

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
AFFIRMATIVE INSURANCE COMPANY	223	83,921,675	20	1	202	0
ALLSTATE INSURANCE COMPANY	226	415,822,885	25	2	190	9
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	12	191,681,485	8	0	4	0
AMERICAN ACCESS CASUALTY COMPANY	136	33,124,495	8	0	128	0
AMERICAN AMBASSADOR CASUALTY COMPANY	120	38,111,806	9	0	109	2
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	92	253,433,830	20	3	69	0
AMERICAN FREEDOM INSURANCE COMPANY	71	11,815,375	1	0	70	0
AMERICAN HEARTLAND INSURANCE COMPANY	117	10,167,244	4	0	113	0
AMERICAN SERVICE INSURANCE COMPANY, INC.	152	35,293,466	13	0	137	2
APOLLO CASUALTY COMPANY	163	34,478,270	4	1	156	2
AUTO OWNERS INSURANCE COMPANY	12	30,864,218	5	0	5	2
CONSTITUTIONAL CASUALTY COMPANY	35	13,410,869	3	0	32	0
COUNTRY MUTUAL INSURANCE COMPANY	48	329,924,534	12	1	33	2
ECONOMY PREMIER ASSURANCE COMPANY	20	65,969,567	9	0	9	2
ERIE INSURANCE COMPANY	18	8,351,034	9	1	7	1
FOUNDERS INSURANCE COMPANY	143	45,717,481	7	0	130	6
GEICO GENERAL INSURANCE COMPANY	23	67,882,200	4	1	16	2
GENERAL CASUALTY COMPANY OF ILLINOIS	20	51,759,459	6	0	12	2
GOVERNMENT EMPLOYEES INSURANCE COMPANY	11	29,253,164	2	0	9	0
HARTFORD ACCIDENT & INDEMNITY COMPANY	14	3,475,124	14	0	0	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	26	43,972,237	17	0	7	2
HARTFORD INSURANCE COMPANY OF THE MIDWEST	13	147,816	5	0	7	1
ILLINOIS FARMERS INSURANCE COMPANY	105	251,111,128	26	0	76	3
INDIANA INSURANCE COMPANY	11	18,830,487	3	0	8	0
INTERSTATE BANKERS CASUALTY COMPANY	37	14,846,296	1	0	36	0

(Continued from prior page) 2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
LIBERTY MUTUAL FIRE INSURANCE COMPANY	17	37,031,898	4	1	9	3
MADISON MUTUAL INSURANCE COMPANY	20	28,367,005	13	0	6	1
MEDMARC CASUALTY INSURANCE COMPANY *	95	10,295,746	10	0	85	0
MEMBERSELECT INSURANCE COMPANY	30	38,654,822	12	0	17	1
MID-CENTURY INSURANCE COMPANY	19	55,026,265	3	0	16	0
NATIONAL HERITAGE INSURANCE COMPANY	20	5,009,401	6	1	13	0
NATIONWIDE MUTUAL INSURANCE COMPANY	14	45,105,900	3	0	11	0
PROGRESSIVE CASUALTY INSURANCE COMPANY	14	7,408,553	3	0	8	3
PROGRESSIVE HALCYON INSURANCE COMPANY	11	44,733,053	3	2	5	1
PROGRESSIVE PREMIER INSURANCE COMPANY OF ILLINOIS	12	31,743,915	4	0	6	2
PROPERTY & CASUALTY INSURANCE COMPANY OF HARTFORD	11	19,296,759	6	0	5	0
PRUDENTIAL PROPERTY & CASUALTY INSURANCE COMPANY	11	21,293,015	7	0	3	1
SAFECO INSURANCE COMPANY OF ILLINOIS	26	60,588,613	6	0	20	0
SAFEWAY INSURANCE COMPANY	89	35,459,051	4	0	85	0
STATE FARM FIRE & CASUALTY COMPANY	70	144,692,358	36	0	32	2
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	289	1,656,236,777	52	0	232	5
TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY OF ILLINOIS	13	21,668,325	8	0	4	1
UNIQUE INSURANCE COMPANY	96	20,580,556	2	0	94	0
UNITED AUTOMOBILE INSURANCE COMPANY	62	32,134,844	5	0	55	2
UNITED EQUITABLE INSURANCE COMPANY	103	9,707,669	3	0	100	0
UNITED SERVICES AUTOMOBILE ASSOCIATION	19	53,294,817	10	0	9	0
UNIVERSAL CASUALTY COMPANY	343	48,545,285	8	0	334	1
USAA CASUALTY INSURANCE COMPANY	18	37,199,083	8	0	10	0
WEST AMERICAN INSURANCE COMPANY	11	18,878,191	2	0	8	1
* Company began withdrawing from Illinois on July 31, 2003.						

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
ALLSTATE INSURANCE COMPANY	190	185,580,715	54	0	126	10
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	105	117,795,112	38	1	66	0
AUTO OWNERS INSURANCE COMPANY	13	21,462,212	2	0	10	1
CONSTITUTIONAL CASUALTY COMPANY	20	3,384,511	17	0	3	0
COUNTRY MUTUAL INSURANCE COMPANY	48	133,703,340	16	1	29	2
ECONOMY FIRE & CASUALTY COMPANY	13	17,640,027	3	0	9	1
ECONOMY PREMIER ASSURANCE COMPANY	26	47,362,149	14	0	11	1
ERIE INSURANCE EXCHANGE	14	16,079,499	10	0	4	0
GENERAL CASUALTY COMPANY OF ILLINOIS	15	11,704,628	8	0	7	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	16	18,290,635	9	0	7	0
HARTFORD UNDERWRITERS INSURANCE COMPANY *	11	(173,205) *	1	0	10	0
ILLINOIS FARMERS INSURANCE COMPANY	141	121,542,646	40	2	94	5
INDIANA INSURANCE COMPANY	12	12,893,115	8	0	3	1
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	11,319,981	8	0	0	3
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	17	21,080,059	8	0	9	0
PRUDENTIAL PROPERTY & CASUALTY INSURANCE COMPANY	43	17,555,637	33	0	9	1
SAFECO INSURANCE COMPANY OF ILLINOIS	25	12,446,645	13	0	11	1
STANDARD MUTUAL INSURANCE COMPANY	13	11,918,812	5	0	8	0
STATE FARM FIRE & CASUALTY COMPANY	453	649,338,535	346	1	100	6
TRAVELERS PROPERTY CASUALTY INSURANCE COMPANY OF ILLINOIS	28	34,716,789	11	0	15	2
UNITED SERVICES AUTOMOBILE ASSOCIATION	14	19,908,558	10	0	2	2
* This company had negative direct Illinois written premium in 2003, but they continued to have homeowner policies in force as is shown by their 2003 Illinois earned premium of \$ 6,558,472. Company began transferring their homeowners business to an affiliate in 2002.						

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	20	14,100,809	2	0	18	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	20	92,129,445	3	1	13	3
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	13	35,603,434	2	0	10	1
AMERICAN REPUBLIC INSURANCE COMPANY	15	20,305,280	5	0	8	2
BANKERS LIFE & CASUALTY COMPANY	25	32,299,557	4	3	15	3
COMBINED INSURANCE COMPANY OF AMERICA	21	25,197,720	3	2	14	2
CONSECO HEALTH INSURANCE COMPANY	20	12,956,011	2	1	7	10
CONSECO SENIOR HEALTH INSURANCE COMPANY	33	20,484,631	5	0	22	6
CONTINENTAL CASUALTY COMPANY	29	36,595,910	23	0	2	4
COUNTRY LIFE INSURANCE COMPANY	17	72,633,064	3	2	12	0
FORTIS INSURANCE COMPANY	79	14,271,556	11	1	67	0
HEALTH CARE SERVICE CORPORATION	439	963,437,439	127	4	298	10
JOHN ALDEN LIFE INSURANCE COMPANY	11	2,999,904	3	0	8	0
MUTUAL OF OMAHA INSURANCE COMPANY	18	19,613,686	2	0	14	2
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	18	17,033,928	10	1	6	1
PHYSICIANS MUTUAL INSURANCE COMPANY	13	19,310,520	2	0	9	2
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	55	84,763,284	12	1	40	2
UNICARE LIFE & HEALTH INSURANCE COMPANY	27	772,570	7	0	17	3

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
AETNA LIFE INSURANCE COMPANY	16	165,898,817	0	0	14	2
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	12	19,159,873	2	0	10	0
CELTIC INSURANCE COMPANY	23	9,911,530	3	0	20	0
CONCERT HEALTH PLAN INSURANCE COMPANY	59	19,625,001	0	0	56	3
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	35	229,028,282	1	0	34	0
CONSECO HEALTH INSURANCE COMPANY	10	22,046,990	0	0	9	1
DESTINY HEALTH INSURANCE COMPANY	10	40,784,279	2	0	8	0
FIDELITY SECURITY LIFE INSURANCE COMPANY	12	23,373,265	2	0	9	1
FORTIS INSURANCE COMPANY	28	92,224,747	3	0	24	1
GOLDEN RULE INSURANCE COMPANY	22	29,231,662	7	0	14	1
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	56	186,365,293	0	0	55	1
HEALTH CARE SERVICE CORPORATION	336	2,210,670,596	16	1	300	19
HUMANA INSURANCE COMPANY	84	619,583,650	3	0	80	1
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	12	32,212,912	0	0	12	0
JOHN ALDEN LIFE INSURANCE COMPANY	12	61,608,944	1	0	10	1
LIFE INSURANCE COMPANY OF NORTH AMERICA	13	59,342,200	0	0	11	2
MEGA LIFE AND HEALTH INSURANCE COMPANY	16	58,178,177	0	0	15	1
METROPOLITAN LIFE INSURANCE COMPANY	34	149,191,071	1	0	31	2
MIDWEST SECURITY LIFE INSURANCE COMPANY	14	35,087,403	2	0	11	1
PRINCIPAL LIFE INSURANCE COMPANY	31	197,073,742	2	0	25	4
TRUSTMARK INSURANCE COMPANY	94	346,620,502	3	1	90	0
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	100	244,762,405	8	0	91	1
UNICARE LIFE & HEALTH INSURANCE COMPANY	32	23,685,549	5	0	26	1
UNITED HEALTHCARE INSURANCE COMPANY	59	386,080,105	2	0	55	2
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	220	335,761,633	9	1	200	10
UNUM LIFE INSURANCE COMPANY OF AMERICA	19	121,523,690	2	0	17	0

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Credit Accident & Health	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
CUNA MUTUAL INSURANCE SOCIETY	15	16,638,343	0	0	15	0

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	2003 Illinois Direct Written Premium (\$)	Major Sort Reasons broken down for our DOI			
			Underwriting	Marketing	Claims	Service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	20	13,756,082	8	0	4	8
AMERICAN GENERAL LIFE INSURANCE COMPANY	20	88,028,638	8	1	3	8
AMERICAN INCOME LIFE INSURANCE COMPANY	11	16,700,452	2	1	2	6
ATLANTA LIFE INSURANCE COMPANY	12	2,424,274	1	0	2	9
BANKERS LIFE & CASUALTY COMPANY	12	8,776,606	2	0	8	2
CONSECO LIFE INSURANCE COMPANY	11	10,633,425	2	1	2	6
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	22	13,386,921	3	1	12	6
METROPOLITAN LIFE INSURANCE COMPANY	45	186,209,886	10	6	13	16
MONUMENTAL LIFE INSURANCE COMPANY	40	38,077,100	7	0	13	20
PRIMERICA LIFE INSURANCE COMPANY	12	57,273,442	6	2	4	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	63	168,856,688	11	11	11	30
REASSURE AMERICA LIFE INSURANCE COMPANY	27	18,511,310	5	2	10	10
STATE FARM LIFE INSURANCE COMPANY	10	165,032,535	2	0	5	3
UNITED INSURANCE COMPANY OF AMERICA	30	16,413,396	6	0	8	16